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Top Skills

Digital Marketing
Digital Media
Digital Strategy

Languages

English (Professional Working)
Malay (Native or Bilingual)
German (Professional Working)

Certifications

Business Communication & Service Excellence
Analyzing and Visualizing Data with Microsoft Power BI
VITACIMIN Presenter Hunt 2011
Google Analytics Certification

Sarkov Emil

Human Engineering | Digital Leader
Jakarta Metropolitan Area

Summary

A young and ambitious professional with significant experience in the fields of Service Excellence, Marketing, and Business Development, who embraces professional growth, constantly improves professional skills with a fast-paced organization.

Passionate about adding value and integrity to the company and strongly believes in the importance of teamwork as well. Live life to its fullest is his commitment to ensuring it gets done

Experience

dentsu indonesia
Senior Account Manager
July 2022 - Present (4 months)
Jakarta Selatan, Jakarta, Indonesia

ACCELERATING GROWTH AT THE NEW INTERSECTION OF MEDIA
Our unique understanding of the intersection of culture, content, data, and technology powers how we build brands out of every moment of connection.

For today, and for tomorrow.

CASSA DESIGN
Business Development Manager
November 2020 - September 2022 (1 year 11 months)
Jakarta, Indonesia

Spearhead the discovery, analysis, and overall management of the requirements for a project
Understanding all aspects of the CASSA Design Fit-Out Construction business and being the Brand Ambassador to the voice of the company
Drive strategic and tactical marketing partnership initiatives with vendor, contractors, and partners to strengthen brand awareness and tap into their user bases/assets for advertising
Identify partnership opportunities and provides this feedback to other stakeholders

Develop strategic planning for vertical, Translate company overall strategy into a business roadmap

Track, analyze, and communicate industry trends and impact

OSCA.

Country Business Manager

September 2021 - March 2022 (7 months)

114 Lavender Street #06-88/89, CT Hub 2, Singapore, 338729

Why OSCA ?

What Oscar is to the film industry is what OSCA represents in the field of corporate interior design. Here at Onestop Creative Associate or OSCA for short, our role is to transform your office into the most creative in Asia, through the use of fresh and innovative interior design styles and concepts. We work to maximise client satisfaction, bringing to life your design goals and aspirations for a distinct office space that embodies your company's ethos and is inclusive to all.

Given that an average office worker spends about 90,000 hours in the workplace, the relationship between a well-thought-out design plan and employee morale cannot be underestimated. Before getting down to planning your office renovation, you want to consider the purpose behind it – whether it is due to the current office space not reflecting your corporate identity or the absence of a conducive environment is affecting employee satisfaction. Whatever your reason may be, the point remains that a well-designed office can go a long way towards cultivating a productive workforce.

MyRobin.ID

Client Partnership

August 2020 - November 2020 (4 months)

Singapore, Singapore

Reporting to CEO

Playing as the SMOOTH operator, Leading as the Spearhead of the organization in Branding and Business Development

I wake up every morning with two goals, to seek new business opportunities and to strengthen existing relationships with clients, trying to understand the pain-points of Human Resource and Talent Acquisition managers in order to keep Business As Usual

We know,
the Traditional recruitment channels are expensive, do not cater to specific needs, making them ineffective

We know,
many times it's leading to a disorganized, time-consuming & painful hiring process, especially for BLUE-COLLAR, entry-level jobs

YOU want,
a READY SOLUTION for Business
ON-DEMAND
Pre-screened, Ready-to-Start, experienced daily wage, contract, full-time workers

and
We enabled by 1.5 Mio active job-seekers in our community (keep raising by our Robin engine real-time)
with the right demography across the archipelago of Indonesia !!!

5% of top applicants are recommended to our customers
80% of candidates we recommend, are hired by our clients

letstalk@myrobin.id and GROW TOGETHER !

Canary Design Sdn Bhd
Business Development Manager
January 2019 - August 2020 (1 year 8 months)
Greater Jakarta Area, Indonesia

Identify the ideal project and research the lead's social environment.
Periodically enter the arch & interior-related networking event. Turn CANARY Design into a brand by promoting and marketing it uniquely. Grow the online presence, awareness, engage network with colleagues, competitor as potential partner on future projects

ALIEN Design Consultant (PT. ALIEN BANGUN NUSANTARA)
Business Development Manager
July 2017 - January 2019 (1 year 7 months)
Greater Jakarta Area, Indonesia

We provide One-Stop Design Consultancy services ranged from conceptual design until full construction drawing and project management of the project.

Creating world-class standard corporate office design, we have strategic partner with vendor & consultant that are well-known in the region for optimizing design, functionality & quality.

ALIEN design consultant brings more than 15 years experiences of workplace interior design expertise to our client in regional Asia Pacific, ranging from Technology sector, Law firm, Banking and Finance .

Our experiences bring knowledge in recent up to date workplace design such as ;

ABW (Activity-Based work),

Co-working space,

Sustainable design (LEED & green Mark),

World standard Video conferencing spaces and more.

We provide wide range of workplace interior design services that will foster collaboration , efficiency and productivity to our clients needs & demand.

Alien DC 6-Uniqueness :

1. Specialists in Architecture & Interiors Workplace design
2. Local base design practice with regional expertise
3. A combine 15 years of Project experience in Architecture & Design ,
4. Local track record with Singapore companies and global MNCs
5. Delivery of best practice environments for hospitality, retail, education and workplace design
6. Commitment to sustainable & well-being design

We would love to provide this service for your company. Let's grow business together!

Mbiz.co.id

3 years 1 month

Vendor Relations

July 2017 - January 2019 (1 year 7 months)

Indonesia

Being a Preferred Vendor of Services focusing on Design Consultancy, ALIEN DC bring synergy together with Mbiz in creating e-procurement solution ecosystem.

USP

-Workplace design specialists that offer integrated workplace strategy and design consultancy services

-Combined 15-years local track record with Indonesia companies and global MNCs spanning across Asia-Pacific and Middle East

-Senior team committed for project duration, available to start working with you immediately

-Specialists in creating unique environments to support business, brand values and cultural objectives

Commercial - Key Account

July 2016 - June 2017 (1 year)

Indonesia

-Act as the key interface between the customer and all relevant divisions

-Focusing on growing and developing existing clients, together with generating new business

-To bring effective communication which is critical in order to transform what is purely seen as a transactional relationship, into a strategic one focused on capturing real value

-To drive productive collaboration which unlocks innovation and value on both sides of the relationship

-Lead the development of account plans with the customer through close collaboration

-Provide exceptional customer service (WOW effect) by developing and maintaining strong relationship with key customer personnel at all levels of the customer's business.

Customer Care Supervisor

January 2016 - July 2016 (7 months)

Indonesia

-Manage a team of call center agents.

-Be available to affect the entirety of the team's operations;

Manage by walking around (flooring)

Be visible to answer questions.

Take calls that my agents can't handle and be available when an agent appears to need assistance.

Monitor queue and track inbound calls.

Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.

Motivate and encourage agents through positive communication and feedback

-To effectively build call center culture as well.

-Meet at least once each week with your team. At a minimum, review the following topics:

Review the past week's events, including statistics, results and e-commerce news.

Communicate company information.

Perform at least one monitoring evaluation with each agent every two weeks.

-Keep track of shift scheduling, attendance, daily statistics, paid time off, sick time, etc. Ensure administrative bookkeeping is accurate.

-Present to the Head CS at the conclusion of each week a breakdown of the past week's monitoring checklists and a written performance summary of the team.

-Present to the Head CS at end of each week a breakdown of the next week's monitoring assignments and a plan for the team.

-Create a forecast describing the things each agent will be focused upon, in which it plan to impact your team's day-by-day performance

-At the end of each working day, take three minutes to log into the "daily notebook" any feedback, analysis or reflections from that day's interaction with the agents.

-Recruit new staff and schedule existing staff to meet service level objectives. Interview and hire staff. Assess needs/plan ahead.

-Develop schedules with agents each month to ensure call center objectives are covered.

-Work with management, develop training programs for new hires and existing staff.

-Establish monthly meetings with other departments to review call center operations.

-Create effective channels of agent feedback.

Pemara

Customer Service Supervisor

June 2013 - December 2015 (2 years 7 months)

Indonesia

We Are More Than Superior Label Printing.

Job Desc. ;

- Supply chain and Inventory Management

Ensure delivery on time, reduce freight costs

100% DIFOT achievement by coordinating manufacturing capability, maintaining stock level & material arrangement.

Reduce Aged Finish Goods

- Planning and Production

PO (Purchase Order) Process, To raise commercial Quote and (SO) Sales Order with PRISM System Managing buffer stock to accommodate the needs of customer's forecast.

- Customer Satisfaction

Build trust, pay the promise hence exceed the customer expectation to achieve service excellence

Managing customer service activities, provide good & professional relationship with external customer & internal customer (production team) as well, in order to have a solid teamwork to maintain a good SLA (level of service)

Continuously reviews performance of third party logistic providers, distributors and other key business partners, develops and implements continual improvement programs and monitor the effectiveness.

Manage and develop the opportunity to get new customers, win new business and keep good relationship with the existing customers.

- Complain Handling (Non-Conformance Report)

Monitoring customer complains & improve quality of claim services and claim process to achieve time target as agreed time frame.

Miyabi Sushi

Senior Marketing Manager

April 2011 - June 2013 (2 years 3 months)

Indonesia

- Marketing & Promo Planning and Execution

- Daily hygiene and work practices in both service and production monitoring
- Ensure that at all times that the standard operating procedures run well
- Hospitality Management (incl. teaching, training, human resources developing)
- Team Problem Solving
- Inventory Control
- Complain Handling

PT Antar Mitra Prakarsa

Business Development

September 2010 - April 2011 (8 months)

-PRODUCT MANAGEMENT

Content, dealer segmenting, maintenance, stock and system monitoring

-SALES & MARKETING OPERATION

Market research, account acquisition, servicing and retention, business strategic & project planning, promo execution

-CUSTOMER RELATIONSHIP MANAGEMENT

Information sharing, troubleshooting and complain handling, customer relationship maintaining

Education

University of Indonesia

Bachelor of Humanities, Germanic Languages, Literatures, and Linguistics · (2003 - 2008)

SMAN 34 JAKARTA

Social · (2000 - 2003)